

# 1Z0-465<sup>Q&As</sup>

Oracle RightNow CX Cloud Service 2012 Essentials

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### QUESTION 1

Your customer has five active agents, one agent profile, three products, and three incident queues (queue1, queue2, and queue3).

Their incidents are directed to each queue based on their three products.

Each product is assigned a unique queue.

The priority of queue to be worked are queue 1, queue2, and queue3.

Identify which two items will solve this problem.

- A. Change the full policy for the agent profile to manual and instruct at least one of the agents to pull queue3.
- B. Change the pull policy for the agent profile to ""First Due.
- C. Create an escalation rule for the agent profile to "First Due".
- D. Create a new agent profile that has a reverse queue order and assign at least one agent to the new profile.

Correct Answer: CD

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### QUESTION 2

Identify the three options available on the deployment screen in customer portal.

- A. Rollback
- B. Stage
- C. Develop
- D. Production
- E. Promote

Correct Answer: ABE

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### QUESTION 3

Your customer wants to put the information in the "answer" section of their knowledgebase article as more important than the information in the "subject" section.

What two system configuration settings can be modified to increase the value of the phrases in the "answer" versus the "subject" during a search from either customer portal of the agent desktop?

- A. SRCH\_ATTACH\_WEIGHT
- B. SRCH\_SUBJECT\_WEIGHT

- C. SRCH\_BODY\_WEIGHT
- D. SRCH\_KEY\_WEIGHT
- E. SRCH\_PROD\_WEIGHT
- F. SRCH\_CAT\_WEIGHT
- G. SRCH\_DESC\_WEIGHT

Correct Answer: BC

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#### QUESTION 4

Your customer is going to have three brand-related incident queues.

They need to do an order routing of incidents created through an email channel to different queues.

Identify the correct options to configure your routing rules for initial routing.

- A. Create a rule to route to each brand queue from the corresponding service mailbox in the "progress" state.
- B. Create a rule where if a subject contains the brand name, it should be routed to a brand queue.
- C. Create a rule to route to each brand queue from the corresponding service mailbox in the "initial" state.
- D. Create a rule where the sender's domain = a branch, route the incident to the matching brand.

Correct Answer: C

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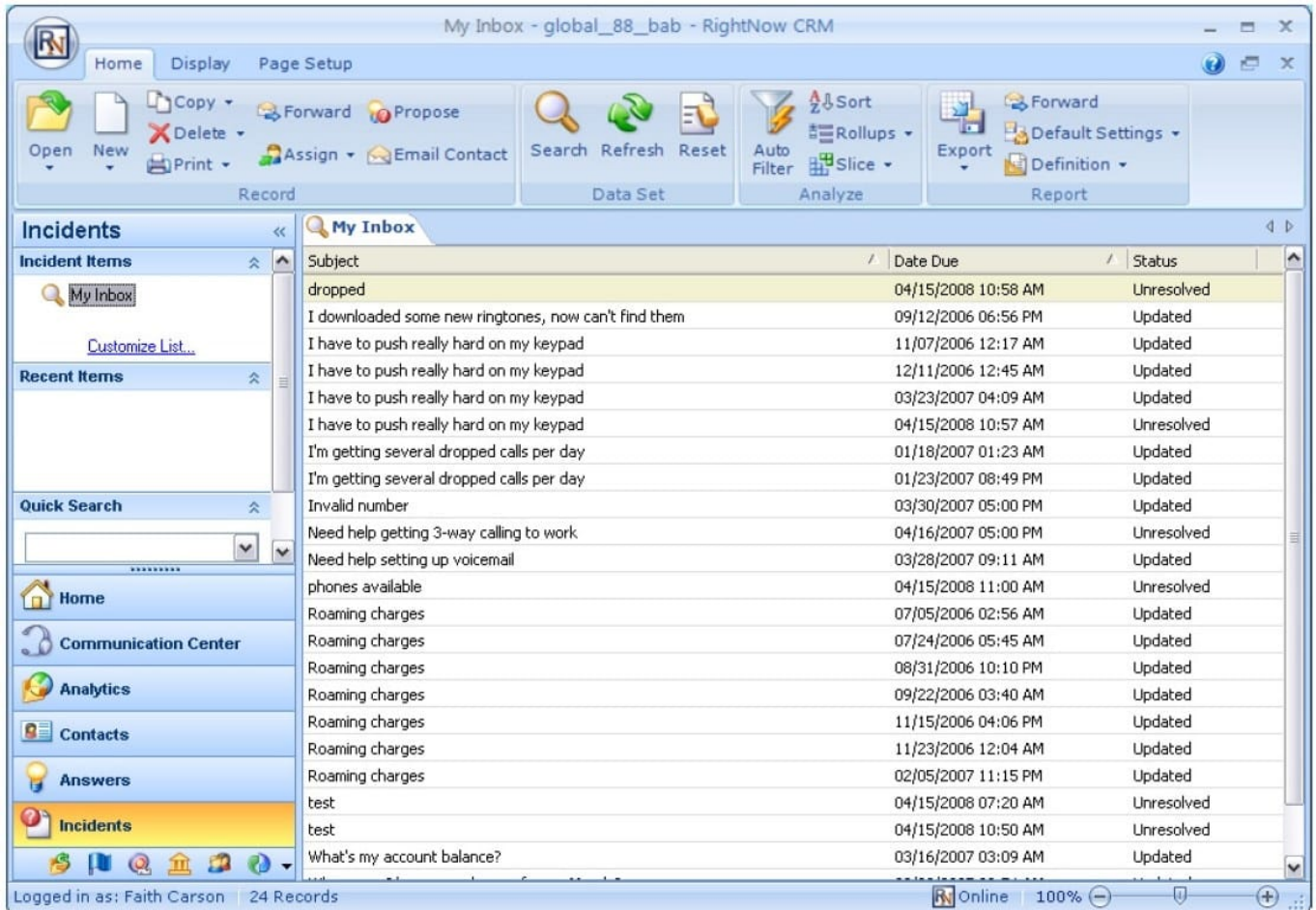
#### QUESTION 5

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report. Which two incidentstatus types will show up in the agent's "My Inbox" report?

- A. Solved
- B. Unresolved
- C. Waiting
- D. Updated

Correct Answer: BD

Explanation: See figure below. Figure: My Inbox Report



Note:

\*Inbox--An agent's personal queue consisting of all the incidents that have been assigned to the agent.

\*Incidents can have one of the four default incident statuses, or they may have a custom status

defined by your RightNow administrator. The default statuses are Unresolved, Solved, Updated, and Waiting.

\* Info:

Click this button to see details about the incident, including when it was created and last updated, the date when the initial response was due, the date of the initial response, the date of the last response, the closed date, the staff member

who created it, and the incident ID. If the incident is in a rules state or has an escalation level, that information also appears.

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